

# ***Participant Handbook***

***Community Employment Services***

***Employee Development Services***

***Employment Planning Services***

***Employment Transition Services***



***Functional Industries, Inc.***

*"Meeting Tomorrow's Needs Today"*

# *Welcome!*

Functional Industries, Inc. is a non-profit organization located in Buffalo, MN. The mission of Functional Industries, Inc. is “To create and promote innovative opportunities that reveal the natural potential of each person we serve.”

This Participant Handbook has been designed to explain the rights and responsibilities of each participant. The handbook also includes the scope of services for each program.

We strive to provide persons served with the tools necessary to make informed choices and decisions; and achieve equality of opportunity, full inclusion and integration in society, employment, independent living, and social and economic self-sufficiency.

We also strive to provide individualized services that meet the needs of the participant as well as involved support persons.

The Board of Directors consists of volunteers from various communities in the area and has the final responsibility for establishing policies, as well as conducting periodic reviews and audits of the operations and procedures of Functional Industries, Inc. The board and the employees work together to develop, achieve, and sustain meaningful objectives and policies that will maximize Functional Industries’ services.

Rachael Praught  
Director of Transition Services

Diane Erkens, MSW, LGSW  
Director of Mental Health Services

(Alternative Formats Available Upon Request)

### **SCOPE OF SERVICES – Brilliant Futures**

The Brilliant Futures program offers job placement and supports for school students transitioning from school to work. The services are available for students who have an Individual Education Plan (IEP). Services take place at approved community businesses, Functional Industries, Jacobs Center, and in the School District buildings. Services are provided Monday – Friday from 7:30am-4:00pm with service availability on nights and weekends as needed on a case to case basis. The frequency of services is determined by the IEP team and needs of the individual being served. Services include job tryouts, employability assessments, job development/placement, case management and transportation. All services are provided directly from Functional Industries staff. Services are paid for by the School District, Vocational Rehabilitation Services (VRS), or a combination of both. There are no fees associated with the program for participants. Referrals are made directly by the School District or Vocational Rehabilitation Services and the referral source is responsible for the payment of services provided.

### **Program Concept**

Brilliant Futures was developed to meet a need within our local school districts. After conversations with School Districts, County Human Services, Vocational Rehabilitation Services, students, and family members, the Brilliant Futures model was developed to assist students in their vocational transition from school to work. The model allows students to experience employment trials and assessments in the community. Students learn what expectations employers have, work on soft skill development, and learn what type of job tasks and skills they possess, along with what type of work environments match their skills and abilities. We use outcome measurements to ensure participants and referral sources receive adequate assessment information and communication. The Brilliant Futures staff are represented at participants IEP meetings and person centered services are developed with the participant and their team. Employment training sites are developed based on participant's desires and strengths. Brilliant Futures has developed close working relationships with referring school districts and VRS. Employment training sites are primarily developed within the referring school districts community as districts provide the majority of transportation. More information about Functional Industries, Inc. is available on our website [www.functionalindustries.org](http://www.functionalindustries.org).

### **Eligibility Criteria**

To participate in the Brilliant Futures school to work transition program, participants must have an Individual Education Plan (IEP). The Director of the program will determine eligibility. If a person is found to be ineligible for the program, the person, referral source, and any other parties (per the person's request) will be notified as to the reason they are not eligible in a verbal or written format. Staff will also give any recommendations for alternative services.

### **Transition Criteria**

Participants are open to transition to another program within Functional Industries. Participants must meet eligibility requirements within that program in order to be considered for entry. Staff will assist in making an inter-office referral.

### **Exit Criteria**

Participants can choose to discontinue services at any time. Participant services end upon completion of the program, exit from School District, or expiration of a service contract. A written discharge form is completed and mailed to the referral source and placed in the participants file. A letter explaining that services have ended is mailed to the participant.

### **Service Modification**

The Brilliant Futures program is committed to providing services to the participants enrolled in the program. In the case of a staffing reduction, Brilliant Futures will determine if any of the current participants will need to be placed on a waiting list for services or if the current staffing pattern will allow the accommodation of these added participants. The Director of the program will make this determination based on the need that arises.

### **SCOPE OF SERVICES – Work Etc.**

The Work Etc. program offers job placement and supports for persons with serious mental illness. The services are available for persons 18 and older in their home, community, or an office setting based on the participants choice. Services are provided Monday – Friday from 7:30am-4:00pm with service availability on nights and weekends as needed on a case to case basis. Placement and support services are provided as needed and paid for by a variety of sources including grants, Vocational Rehabilitation Services, Counties, state waiver funds, and private pay. There are no fees associated with the program for participants. Referrals are made from local mental health centers, residential providers, Vocational Rehabilitation Services, Counties, or self-referrals.

### **Program Concept**

Work Etc. follows the model of Individual Placement and Support (IPS). This model has been researched by Dartmouth Psychiatric Research Center and the Substance Abuse and Mental Health Services Administration (SAMHSA) and noted as a best practice. The Employment Specialists working with the program carry a caseload of approximately 20 participants, which is stated as best practice when using the IPS model. Another aspect of the IPS model is frequent team member communication. This ensures that participants and their support team are on the same page in regards to their employment, treatment, and any other issues that may emerge. Staff persons are incorporated into an interdisciplinary team at both the county and our local mental health center. In addition, employment and support plans are shared with support team members as they are created and/or updated. Participants are involved in the

development of this plan and authorize their involvement with the by signing it. More information about Functional Industries, Inc. is available on our website [www.functionalindustries.org](http://www.functionalindustries.org).

### **Eligibility Criteria**

To participate in the Work Etc. employment program, participants must have a serious mental illness, as defined by Minnesota state statute. Specific requirements do exist for each particular funding stream. The Director of the program will determine eligibility. If a person is found to be ineligible for the program, the person, legal representative, referral source, and any other parties (per the person's request) will be notified as to the reason they are not eligible in a verbal or written format. Staff will also give any recommendations for alternative services.

From time to time, the program may have to implement a waiting list. Participants will be placed on the waiting list, which is managed by the Director of the program. The Director will assign participants to an Employment Specialist in the order they were placed on the waiting list.

### **Transition Criteria**

Participants are open to transition to another program within Functional Industries. Participants must meet eligibility requirements within that program in order to be considered for entry. Staff will assist in making an inter-office referral.

### **Exit Criteria**

Participants can choose to discontinue services at any time. Employment Specialists only exit program participants after they have attempted multiple times to contact them with no response. Staff persons utilize contact with support persons, mail, phone, and stopping by the residence in order to attempt to contact the participant and re-engage them in the program. This assertive engagement and outreach technique is considered best practice consistent with the IPS model.

### **Service Modification**

The Work Etc. program is committed to providing services to the participants enrolled in the program. In the case of a grant or staffing reduction, Work Etc. will determine if any of the current participants will need to return to a waiting list for services or if the current staffing pattern will allow the accommodation of these added participants. The Director of the program will make this determination based on the need that arises.

### **SCOPE OF SERVICES – Supported Employment, Performance Based Agreements (PBA), and Work Adjustment Training (WAT)**

Supported Employment and Performance Based Agreements (PBA) offer assistance to person's seeking community employment. Services include employment training, job placement, and support services. Work Adjustment Training (WAT) offers individualized services and evaluation to person's looking to develop or reestablish work skills, attitudes, personal characteristics, work behaviors, and functional capacities. Services

are available based on participant preference, interdisciplinary team decision and acceptance into services, or referral from a third party sponsor such as Vocational Rehabilitation Services, county social service agencies, or School Districts. Services take place at community businesses, Functional Industries, Jacobs Center, School District buildings, or other community offices. Services are provided Monday – Friday from 7:30am-4:00pm with service availability on nights and weekends as needed on a case to case basis. The frequency of services is determined by the person, interdisciplinary team, and referral source. All services are provided directly from Functional Industries staff. Services are paid for by the referral source or grant funds. There are no fees associated with the program for participants.

### **Eligibility Criteria**

To participate in Supported Employment, PBA's, and WAT's, participants must have a referral from a third party sponsor. The Director of the program will determine eligibility. If a person is found to be ineligible for the program, the person, referral source, and any other parties (per the person's request) will be notified as to the reason they are not eligible in a verbal or written format. Staff will also give any recommendations for alternative services.

### **Transition Criteria**

Participants are open to transition to another program within Functional Industries. Participants must meet eligibility requirements within that program in order to be considered for entry. Staff will assist in making an inter-office referral.

### **Exit Criteria**

Participants can choose to discontinue services at any time. Participant services end upon completion of the program, or expiration of a service contract. A written discharge form is completed and mailed to the referral source and placed in the participants file. A letter explaining that services have ended is mailed to the participant.

### **Service Modification**

Functional Industries is committed to providing services to the participants enrolled in the program. In the case of a staffing reduction, Functional Industries will determine if any of the current participants will need to be placed on a waiting list for services or if the current staffing pattern will allow the accommodation of these added participants. The Director of the program will make this determination based on the need that arises.

### **CONFIDENTIAL/PRIVATE INFORMATION**

- a) Case records are kept on each program participant.
- b) All information regarding participants of Functional Industries' is considered private as defined under MN Statutes 15.162 Subdivision 5A.
- c) All case records are kept in a locked file when not being used.
- d) Case records are available only to certain staff.

- e) Case records stay at Functional Industries' at all times except as approved by the Director of the program.
- f) Information may be given to state and federal officials who are involved in rehabilitation programming or who have a right to know under laws or regulations. Those individuals include: Vocational Rehabilitation Services, Federal and State Wage and Hour representatives, federal auditors, Social Security representatives and the human service case managers.
- g) The above agencies and certain other agencies or individuals listed on a *Consent for Release of Information* will get confidential information from a participant case file as needed to help in employment planning.
- h) This information may also be given to others not listed above with participant's specific written permission.
- i) Participant may have access to information in his/her case record at their request.
- j) The review must be with a staff member to make sure nothing is changed.
- k) If the participant is under 18, a parent may also review this information under the same conditions unless participant does not want them to, and it is felt to be in the best interest of the participant not to release information. If the Commissioner of Public Welfare is the legal guardian, Functional Industries' cannot stop release of information to the Department of Welfare.
- l) Certain information in the case file may be considered confidential by other authorities. Information labeled as confidential may not be released to the participant or to others, even with participant's permission.

## **RIGHTS**

As a program participant, you are entitled to the following rights.

- a) The Right to Stop or Refuse Services
- b) The Right to Know Service Limits
- c) The Right to Know Initiation (start) and Termination (stop) Conditions and Terms
- d) The Right to Know Service Charges
- e) The Right to Know Funding Sources
- f) The Right to be Trained by Professional Staff
- g) The Right to Private Records
- h) The Right to Access Records and Recorded Information
- i) The Right to be Free from Maltreatment
- j) The Right to be Treated with Respect
- k) The Right to have Complaints Heard
- l) The Right to Have Problems Resolved
- m) The Right to Additional Assistance
- n) The Right to Stand up for Your Rights
- o) The Right to Participate in Research or Experimental Treatment
- p) The Right to Use the Telephone
- q) The Right to Mail
- r) The Right to Marital Privacy

- s) The Right to Associate with Other Persons
- t) The Right to Personal Privacy
- u) The Right to Engage in Chosen Activities

### **REFERRAL TO ANOTHER AGENCY**

Referral to another program or agency will be made with participant approval and when it is agreed upon that participant would benefit from the referral.

### **CRIMINAL JUSTICE**

When a participant is involved with the criminal justice system, it is Functional Industries policy that the criminal history is gathered using a public criminal history search engine. If the participant has active involvement with a Probation Officer or the Department of Corrections, a consent for release of information will be obtained and information will be gathered from the sources to include terms of probation as well as any probation restrictions. If the participant is not willing to sign the consent for these parties, the person will no longer be eligible for services.

### **VULNERABLE ADULT ABUSE AND NEGLECT POLICY**

MN Statutes 626.557 establish a system of protection for adults who because of physical or mental disability or dependency on institutional services are particularly vulnerable to maltreatment. These statutes strive to provide safe institutional or residential services for vulnerable adults and to assist persons charged with care of vulnerable adults in providing safe environments. The law provides for reporting of suspected abuse or neglect and establishes specific policies and procedures for doing so.

It is the policy of our organization to provide for the full implementation of all requirements of this law. Employees are responsible for developing a full knowledge of the law and its protections, and reporting all suspected maltreatment of program participants.

All reports of program participant's abuse and/or neglect should be submitted to the Director of the program. Such reports will be investigated by an internal investigation committee and resultant information will be reported to appropriate law enforcement and/or human services agencies.

Participants with questions or concerns pertaining to Functional Industries' Vulnerable Adults Abuse and Neglect Policy and/or reporting/investigating procedures should contact the Director of the program.

### **FORMAL GRIEVANCE AND APPEAL PROCESS**

Formal grievance and appeal processes are in place that:

- Demonstrate our knowledge and implementation of guidelines and legal requirements;
- Are understood by the persons receiving services, advocates, guardians, etc.;
- Allow formal complaints to be heard;
- Include a response to the stakeholder regarding the action taken to resolve the specific complaint;
- Allow decisions to be challenged; and
- Identify specific time lines for each step.

Functional Industries' formal grievance processes contain elements similar to those found in plans developed by government, local School Districts, protection and advocacy groups, client assistance programs, employment agencies, funding sources, and other businesses.

Established guidelines include procedures for levels of review and the rights and responsibilities of each party involved in the grievance. Our formal grievance process allows a complaint to be heard, and our appeal process allows the decision to be challenged.

Functional Industries conducts a review of complaints to determine if there are any obvious similarities in the complaints, and to identify areas for performance improvement.

### **Grievance Procedure**

A grievance is any problem, dispute or difference of opinion between any one or several participants and Functional Industries; concerning the interpretation or application of Functional Industries' Policies. *FII staff will not retaliate against you or create barriers to services for filing a grievance.*

1. Grievances will be handled at FII during business hours within 10 business days of incident (if not presented within 10 business days, grievance will be barred). The day of incident is not counted and the last day of any time period is counted.
2. Participants may choose a representative to assist them in this process.
3. The *Consent for Release of Information* will be obtained at each step of the process if information must be shared with individuals who are not listed on *Consent for Release of Information*.

### **Procedures**

1. Participants should attempt to settle potential grievances by talking with the staff providing services within 10 business days, during their break times when possible.
2. Staff has 7 business days to offer a written solution.

3. After speaking to staff, if they feel the situation is not resolved, the participant has 7 days to request a meeting with FII Staff/Human Resources and file a grievance. The participant may have someone help them at this meeting.
4. FII Staff/Human Resources then makes a decision regarding the grievance and responds to employee in writing within 7 business days.
5. If they feel the situation is not resolved, the participant (or representative) must put grievance in writing and give it to FII's Corporate Compliance Officer within 5 business days after the FII Staff/Human Resources' decision, or the grievance will be considered resolved. Within 5 business days of receiving the written grievance, the corporate compliance officer will meet with the appropriate parties and give a written determination of this meeting or the participant's grievance is considered accepted and appropriate action will then be taken.
6. If the participant wishes to appeal the decision, they must give a written appeal to the president within 5 business days requesting a Grievance Committee meeting or the grievance will be considered resolved. The committee shall be composed of two representatives selected by management, who may not be a staff or participant of FII.
7. A meeting will be scheduled by the president within 10 business days after the written appeal, and the committee will listen to and receive all testimony by either party or their representative(s). A release of information will be implied. The committee will submit a written decision within 10 days of the meeting.
  - Individuals testifying at a Grievance Committee meeting may hear the entire hearing to eliminate the duplication of testimony and to comment on other testimonies. Both parties may call FII Staff to give testimony and may have legal or other assistance. The committee will decide on a recommendation which will be given in writing to the president and participant within 10 business days following the end of testimony.
  - If no decision has been reached or participant or president is not satisfied with the recommendation, either party has 10 business days to refer the matter to an external party for arbitration, otherwise, the grievance will be considered settled.
8. Both FII and participant have 10 business days after the committee decision to refer to external arbitration, which will occur when both people agree on an arbitrator and can schedule one. The timeline is 30 days. The arbitrator's decision is final.

At any point throughout the process, if the timeline is not followed by FII, the participant's grievance is accepted and appropriate action is taken. If the participant has not followed the timelines, the grieved issue is dropped.

At the time of a participant's intake meeting, the Grievance Procedures are explained and a signed document is kept in their file. Participants and their team review FII's Grievance Procedure and sign a new document each year at their annual team meeting.

### **External Arbitration**

#### **1. Arbitrator selection**

Arbitrator selection will be made by agreement of FII and the participant. If no agreement can be reached, one will be obtained from the American Arbitration Association, or similar organization agreed to by either parties, or an arbitrator may be selected from a list of 5 people who have agreed to participate for this purpose. The participant and FII will strike names alternately until one name is left.

#### **2. Arbitrator shall:**

- have no right to add to, subtract from or modify FII's Policies;
- consider and decide only on the grievance issue submitted in writing;
- have no authority to make a decision on any other issue;
- be without power to make decisions contrary to, inconsistent with, or modifying or varying in any way the application of laws, rules or regulations having the force and effect of the law; and
- provide both parties a written decision including findings of fact and rationale for the decision.

#### **3. Expense Assessment**

If the arbitrator finds in favor of FII, the participant may be required to pay a portion of the arbitration expenses, but not more than 50%, based on the participant's income and resources.

FII shall pay the arbitration costs when the arbitrator finds in favor of the participant.

The allocation of fees and expenses shall be made by the arbitrator.

This grievance procedure does not prevent protection under state or federal civil rights acts, or utilization of employee advocates, etc. This procedure covers ADA related complaints.

### **Timelines for Grievances**

#### **1. Grieved Item Occurs**

Participant has 10 business days to discuss problem with supervisor.

#### **2. Discussion with Immediate Staff Providing Services**

Staff has 7 business days to offer a written solution.

#### **3. Staff Response**

- If participant does not agree, they have 7 business days to request a meeting with FII Staff/Human Resources and file a grievance.
4. FII Staff/Human Resources Meeting  
FII Staff/Human Resources makes a written decision regarding grievance within 7 business days and responds to participant.
  5. Corporate Compliance Officer  
Participant has 5 business days after FII Staff/Human Resources' decision to submit written grievance to FII's Corporate Compliance Officer, who then has 5 business days to submit a written determination.
  6. President  
Participant has 5 business days after receiving Corporate Compliance Officer's response to submit written appeal to president and request Grievance Committee meeting.
  7. Grievance Committee  
Committee has 10 business days to meet following written grievance to the president. The committee must submit written decision within 10 business days after the meeting.
  8. External Arbitration  
Both participant and FII have 10 business days after the decision to refer to arbitration. The timeline for arbitration is 30 days.

#### **STAFF TRAINING AND QUALIFICATIONS**

Functional Industries is committed to retaining quality employees. All staff persons are required to have the necessary education and experience as needed for their respective position. In addition, Functional Industries provides its employees with extensive training. This training includes courses such as: Vulnerable Adult Training, Incident/Accident Reporting procedures, CPR, First Aid, OSHA Training, Cultural Competency, Emergency Procedures, Health and Safety Classes, and much more. Classes are repeated annually or more frequently as needed.

All staff persons in the Work Etc. program complete the aforementioned training through Functional Industries. In addition, staff persons are required to read the Supported Employment workbook as well as watch multiple videos on the model of Individual Placement and Support (IPS).

Various programs have community based office sites.